

Hampton
CITY PAGE
Your Tax Dollars at Work

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CUSTOMER DELIGHT

City employees aim high to provide service that delights

In today's customer-oriented world with service via the Internet, TV shopping, and online banking, local government employees are being challenged to keep pace.

To acknowledge employees' customer service efforts, the city is implementing a new incentive system for outstanding customer service. "We not only want to provide service that satisfies, we want the experience to be delightful," said City Manager George E. Wallace. "This is a way to tangibly recognize employees who go above and beyond their routine job responsibilities to provide outstanding service."

The idea, which was originally proposed by a committee of employees, will recognize employees' outstanding efforts with "Delightful Dollars" incentives.

Here's how Delightful Dollars works:

The public is encouraged to call 311 (or 727-8311) to report instances of when city employees have provided outstanding forms of customer delight. Outstanding acts of service include:

- Acts that are beyond the employee's job responsibilities.
- Acts that require significant time, effort and/or resources.

• Acts that show creativity in finding a solution for a customer.

Upon receiving calls from the public, the 311 Call Center will process those compliments and determine if they meet standards listed above. Based on the extent of the outstanding act performed, employees could be rewarded with Delightful Dollars of \$20 in value. Delightful Dollars can be redeemed by participating merchants for products or services. Merchants who would like to participate should call Pam Graham at 727-6370.

Customer Service Week

Next week is Customer Service Week and City Hall will hold an Open House on October 10 from 5-7 p.m. "Hampton, Your Passport to an All-America City" is the theme for the third annual Open House. Visitors receive a "passport" and a tote bag when they register and then... the fun begins! Guests visit each office's display and try to find the All-America City logo in the displays. When it's found, the department stamps the passport. Once the passport fills up, visitors can enter a drawing for a door prize. Vote for "Best Display" too!

You are invited to the dedication ceremony for the

Ruppert Leon Sargent Memorial City Administration Building

Featuring Joseph L. Galloway, co-author
We Were Soldiers Once ... and Young

Saturday, October 5
2 p.m.
1 Franklin Street

For information, call 727-6492

Crossroads Project to bring in new revenue for city services

With go ahead given by City Council last month, the Hampton Roads Convention Center and Crossroads Project are off the drawing board and closer to bringing in significant tax revenue for city services.

In its first 10 years of operations, the project will generate net new revenues to the city in excess of \$150 million, according to the city's economic advisors Economic Research Associates.

A significant portion of revenue is associated with the redevelopment activities that are expected to take place in the area adjacent to the Convention Center. A new report by ERA shows the impact of these activities is estimated at \$8.3 million in new annual tax revenues to the city, once fully ramped up.

Revenue sources include the Crossroads retail component and convention center revenues; increased property values and sales activity in adjacent areas; two percent dedicated meals and lodging taxes associated with the project that were instituted in 2001; interest from reserves on Crossroads bonds; two percent dedicated meals and lodging taxes generated by visitors to Bass Pro Shops; tax generated by project's new hotel; and two percent state sales tax reimbursement associated with the hotel.

Located near Hampton Coliseum at Coliseum Drive, the project includes the 320,000-square-foot Hampton Roads Convention Center, a headquarters-quality Embassy Suites hotel, and a combination of specialty retail, restaurants and entertainment venues. Scheduled to

be operational in 2005, it will attract thousands of convention delegates to Hampton from outside the region.

Private investment in the project is expected to exceed \$100 million. This includes the development of an approximately 300-room headquarters Embassy Suites Hotel, and 240,000 square feet of entertainment-retail adjacent to the Convention Center. Additional investment in the areas surrounding the project also is expected.

Construction cost of the Hampton Roads Convention Center is approximately \$90 million. With interest during construction, a reserve fund, issuance expense, and bond insurance, the bond sizing will not exceed \$110 million. The city is financing the project through a "revenue bond." This means the loan will be repaid exclusively from revenues generated by the project.

Analysis of the reports shows the Crossroads Project revenues from the convention center, hotel, and retail-related sales could perform as much as 96 percent below projected levels and still not impact the general fund for city services.



City Hall Open House

Thursday, October 10
5-7 p.m.
22 Lincoln Street

727-6460

www.hampton.gov

Unity II



The Art Market: Virginia's Outdoor Gallery installed the first piece of art last month in downtown. The piece, Unity II, by Rain Kiernan, is located at the corner of Kings Way and Queens Way, adjacent to SunTrust Bank, downtown.

NIA a boost to Hampton, region

NASA Langley Research Center's recent announcement of the National Institute of Aerospace (NIA) facility opening in Hampton, Virginia will have a major impact on the city and the surrounding region's business and educational community.

"The economic impact of the NIA to the business and educational community will be tremendous and provide a technology resource second to none in the nation," said City Manager George Wallace.

Scheduled to open in early 2003, the facility will be located within three miles of NASA Langley. During the first year, nearly 100 scientists and engineers are projected to be employed increasing ultimately 300 to 400.

NASA Langley has selected the National Institute of Aerospace Associates (NIAA), headquartered in Reston, Va., and made up of seven non-profit organizations and universities to lead this initiative.

For more info, visit www.hampton.gov and click on "What's Hot".

Calendar

OCTOBER 4

Stargazing at Grundland Creek

Join an astronomer for a guided tour of the night sky. With the aid of a telescope, explore the rings of Saturn and the moons of Jupiter. There will be a limited number of telescopes available for viewing. Feel free to bring your own. Dress for the weather. Sunset, Grundland Creek Park, for information call 850-5134.



OCTOBER 5

Fire Prevention Parade

Meet Sparky and company in the city's annual Fire Prevention Parade. Starts at Darling Stadium at 1 p.m. and continues along downtown streets up to City Hall.

OCTOBER 7

Clean City Commission

Regular meeting, 12:30 p.m., Parks & Recreation conference room, 5th floor, www.hampton.gov/hccc.

OCTOBER 9

City Council

Regular meeting, 7:30 p.m., Council Chambers, City Hall, 727-6315. Agendas on Web site: hampton.gov/council. Meetings broadcast live; re-broadcasts Oct. 10 at 10 a.m., and Oct. 12 at 3 p.m. on The City Channel TV-47.

OCTOBER 11, 12, 18, 19, 25, 26, 27 & 31

Sandy Bottom Haunted Forest

Guided tour along a wooded trail containing scary creatures, tree goblins and special effects. Food and drink sales. Tag along on a group tour—if you dare. Admission Fee. Hours are 7-10 p.m. except Oct. 27 and 31 when it's 6-9 p.m., Sandy Bottom Nature Park, 1255 Big Bethel Road, 825-4657.



OCTOBER 11-13

Ain't Misbehavin'

The outrageously prodigious comic and musical soul of 1930s Harlem is brought to life in this rollicking, swinging revue that is one of Broadway's very best. Friday - 8 p.m., Saturday - 2:30 p.m. and 8 p.m., and Sunday - 2:30 p.m. The American Theatre, 722-ARTS, www.hampton.gov/arts.

OCTOBER 14

Planning Commission

Regular meeting, 3:30 p.m., Council Chambers, City Hall, 727-6140.

OCTOBER 14

Neighborhood Commission

Regular meeting, 6 p.m., Kenneth Wallace Center, 2315 Victoria Blvd., 727-6460, www.hampton.gov/neighborhoods.

OCTOBER 16

School Board

Regular meeting, 7:30 p.m., Forum at Jones Magnet Middle School, 1819 Nickerson Blvd., 727-2011.

OCTOBER 25-26

Hampton Roads Stampede Rodeo

Experience the thrill of the rodeo! Hampton Coliseum, 7:30 p.m., 838-4203, <http://www.hamptoncoliseum.org>.

For more events,
go to www.hampton.gov
and click "calendar."

Great Outdoors Guide Available

A complete guide to Hampton fishing and boating is now available. The Hampton Great Outdoors brochure includes boat ramps, marinas, bait & tackle shops, fishing piers, charter services, boat storage, marine equipment and much more!

For your free copy stop by the Hampton Visitor Center, 710 Settlers Landing Road.

